

## Legal Assistant

---

**From:** Betty Yandell [REDACTED]  
**Sent:** Friday, March 09, 2012 7:59 PM  
**To:** Legal Assistant  
**Subject:** RE: Settlement

I just wanted to let you know that I received the check and would like to thank your whole firm for everything you did for me. Everything was handled quickly and any questions I had were answered immediatly. Thank you so much for helping me it was greatly appreciated.

Betty Yandell

---

**Subject:** Settlement  
**Date:** Tue, 6 Mar 2012 12:30:42 -0700  
**From:** LegalAssistant@pryorandamar.com  
**To:** [REDACTED]

Hello Betty,

We will be mailing your settlement check out today along with a closing letter from Luis. The following address is where it is being mailed to:

[REDACTED]

Best regards,

*Joanna Distor*  
Legal Assistant  
Pryor, Ramirez & Amar, LLC  
40 West Baseline Road, Suite 203  
Tempe, AZ 85283  
phone 480.947.7755  
Fax 866.663.3497  
[LegalAssistant@pryorandamar.com](mailto:LegalAssistant@pryorandamar.com)  
[www.lemonlawaz.com](http://www.lemonlawaz.com)

I just wanted to let you know that I received the check and would like to thank your whole firm for everything you did for me. Everything was handled quickly and any questions I had were answered immediatly. Thank you so much for helping me it was greatly appreciated.

Betty Yandell

**Shalev Amar**

---

**From:** Erin O'Connor [mailto:erinocconnor17@gmail.com]

**Sent:** Monday, March 26, 2012 11:53 PM

**To:** Shalev Amar

**Subject:** O'Connor

All done. Delivered signed and sealed.

Thanks Shalev. All your hard work on this difficult case is appreciated.

Check in tomorrows mail.

--

Regards,

Erin O'Connor

3/27/2012

---

**From:** Samantha Mcfarlane [mailto:[samanthamcfarlane@bnpib.com](mailto:samanthamcfarlane@bnpib.com)]  
**Sent:** Tuesday, May 15, 2012 10:52 AM  
**To:** Shalev Amar  
**Subject:** Re: Settlement Agreement

Hi Mr Amar,

I received the cheque. Thanks for your great assistance towards the case as well as the settlement amount. Your representation was clearly satisfactory and I will recommend your law firm to future customers. Again, appreciated!

**From:** Dave Zemaitis [mailto:[REDACTED]]  
**Sent:** Tuesday, June 19, 2012 9:37 AM  
**To:** Luis Ramirez  
**Subject:** Chrysler Settlement

Good Morning Mr. Ramirez,

We have received the settlement check as promised.

We would like to thank you for bringing an aggravating situation with the dealer/manufacturer, which spanned years, to a quick and painless conclusion.

It is a shame it has to get to that point but I guess that is how the automotive industry wants to do business.

I will recommend your firm to anybody I know that may have a need for your representation.

Thanks again.

**Dave Zemaitis**  
**Dispatch Manager**  
**Arizona Materials, LLC**

[REDACTED]  
Dispatch: 602 278 7777 | Office: 602 278 4444

[REDACTED]  
[www.arizonamaterials.com](http://www.arizonamaterials.com)

Shalev Amar, Esq.  
Pryor, Ramirez & Amar, LLC  
40 W. Baseline Rd., Suite 203  
Tempe, AZ. 85283

July 3, 2012

Shalev,

[REDACTED]

Again I want to thank you and your firm for an excellent job in representing me with the lemon law issue that I had with Audi. From my very first call to your office to the final exchange into the new car, you were always most responsive and timely. I'm personally pleased that I chose your firm to represent me.

The car exchange was much more pleasing than I anticipated. When we finally got to the right people, thanks to you, everything went very smoothly.

I don't know if you ever need a supportive endorsement but I would be more than willing to do so.

Thanks again for all your help.

Sincerely,

*Bill*

Bill Bunker

[REDACTED]  
25021 N. Vado Ct.  
Rio Verde, AZ. 85263

**From:** Desert Wheeler [mailto: [REDACTED]]  
**Sent:** Tuesday, September 25, 2012 9:58 AM  
**To:** Shalev Amar  
**Subject:** Re: Release Agreement for Chrysler Settlement

Good Morning Shalev,

I just wanted you to know that I received the settlement check yesterday.  
I have to say that it was a pretty painless experience working with you.  
I don't know if this is how it normally goes for you, but this all went so smoothly.

I'm glad I found your firm during my lemon-law searches, and will most certainly recommend you and your firm.

Thank you very much for all your work and expertise.

Steve

Shalev Amar

---

From: [REDACTED]  
Sent: Sunday, October 21, 2012 10:58 AM  
To: Shalev Amar  
Subject: GM Claim Settlement

Dear Mr. Amar,

Many thanks for your courteous and professional representation in my claim against GM. Your advice helped guide me to a successful and fair settlement. While disappointed that a claim against GM was necessary, the settlement check that I recently received helped ease that disappointment. Once again, thank you.

Best regards,

Phil Borkowski

[REDACTED]  
39799 S Windwood Dr

[REDACTED]  
Tucson, AZ 85739

520 818 3771 H

520 370 9545 C

[REDACTED]  
rv1rphil@aol.com

10/22/2012



## Shalev Amar

---

**From:** Barri Ryle [REDACTED]  
**Sent:** Wednesday, October 24, 2012 1:31 PM  
**To:** Shalev Amar  
**Subject:** My experience

Hi Shalev, Sorry this took me so long to do!

My experience with Pryor, Ramirez & Amar was awesome!!! Shalev Amar took the time to hear everything that was going wrong with my new vehicle and he explained everything in full detail as to what to expect and about how long it would take. He was always very friendly as well as the secretary that I spoke with. My case was settled in two months and to my satisfaction. I don't know the law when it comes to filing a claim under the Lemon Law but Shalev Amar answered all of my questions and gave his opinion and that was super important to me. Thank you Shalev Amar and all the attorneys at Pryor, Ramirez & Amar for all of your help when I needed it. Sincerely, Barri.



Barri Ryle  
ACH/Payroll Representative  
Pinal County Federal Credit Union  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
Fax: (520) 381-2012

 Please consider the environment before printing this email.

---

Confidentiality: The information contained in this transmission may contain privileged and confidential information. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication, and the information contained in it, is strictly prohibited. If you are not the intended recipient, please contact the sender and immediately destroy all copies of the original message.

10/24/2012

**From:** Nicole Leon [mailto: [REDACTED]]  
**Sent:** Monday, November 05, 2012 11:01 AM  
**To:** Luis Ramirez  
**Cc:** Chester  
**Subject:** Thank You!

Dear Mr. Ramirez

We wanted to express our appreciation for all your help in our recent case/settlement. It couldn't have turned out any better nor would we have gotten anywhere with our situation. We will remember your kindness and make sure others hear about your good deeds. You were very knowledgeable and professional during our case. Whenever anyone asks us about our experience we will have nothing but good things to say. Again, we just wanted to thank you and your office for an outstanding performance.

Happy Holidays!

Thank you so much.

**From:** Melissa Fritz [mailto:[REDACTED]]  
**Sent:** Saturday, February 02, 2013 6:59 PM  
**To:** Luis Ramirez  
**Subject:** Received Check!

Dear Luis,

Wow! We already received our settlement check. Thank you very much.

Luis, we have been incredibly impressed with you and your entire Firm from day one. You did a terrific job of explaining the legal process and answered all of our *uneducated* questions.

In addition, Luis, we stood amazed at how quickly the process unfolded. Each time you requested information and we supplied it, it seems we got the "next step" response from you the next day. Your prompt action did not go unnoticed.

However, what may have impressed us the most, Luis, was that it *actually* happened exactly how you told us it would. There were no surprises... no extra or hidden fees... and no delays.

Luis, we could not be more pleased with your services and have already passed your name along to a neighbor who is having very similar challenges with his new car.

With much appreciation for you personally and professionally,

John & Melissa Fritz

**From:** Scott Wiley [mailto: [REDACTED]]  
**Sent:** Saturday, February 09, 2013 7:39 PM  
**To:** Luis Ramirez  
**Subject:** My Representation experience with Pryor Ramirez & Amar.

Mr. Ramirez,

Although I was referred to your company by a friend, I was still a bit skeptical about hiring an attorney to handle my vehicle issues. I felt like I could handle this problem on my own.

Now that the process is complete, I wish I would have called sooner!

My initial meeting was with Mr. Amar. His display of confidence and clear explanation of the process helped to ease my concerns.

Throughout the entire process, I was kept informed of the status. You always answered my phone calls and/or returned my email within 24 hours. I felt like I could relax and let you do the heavy lifting.

The end result was better than expected. You never over promised and always over delivered.

Feel free to have any potential clients contact me as a reference.

Thank you,

Scott Wiley

**Shalev Amar**

---

**From:** Tucciarone Anna [REDACTED]  
**Sent:** Thursday, March 07, 2013 7:08 PM  
**To:** samar@pryorandamar.com  
**Subject:** Fw: Thank you

--- On Thu, 3/7/13, Tucciarone Anna [REDACTED] wrote:

From: Tucciarone Anna [REDACTED]  
Subject: Thank you  
To: samar@pryorandamar.com  
Date: Thursday, March 7, 2013, 7:06 PM

Hi Shalev,

I met with you on or around November 9, 2012 about problems I was having with my 2010 Mini Cooper. I was very naive about the lemon law and the process and wasn't even sure if I had a valid claim. I never had a car that I had in the shop as much as I did with my Mini. So, I took a chance and contacted you. You explained everything to me verbally and written and gave me a time frame as to how things might work out.

Well, everything happened so fast and sooner than your expected time frame. By January 2013, I was looking for a new vehicle to replace my beloved Mini Cooper. I couldn't be happier.

You and your staff were so professional and courtesy. You never missed a beat, whether it was a phone call or email, you were available, to me.

So, I just want to thank you, and your staff, again, for everything. I am very happy with the way everything worked out for me. I am very satisfied.

Sincerely,  
Anna Tucciarone

**Shalev Amar**

---

**From:** Nick Luchetti [REDACTED]

**Sent:** Tuesday, March 19, 2013 2:14 PM

**To:** samar@pryorandamar.com

**Subject:** Nick Luchetti Check Receipt

I received the settlement check and I thank you all very much for your professionalism, thoughtfulness, and prompt communication regarding my settlement case. It was a pleasure dealing with you and I will be sure to inform others of your services that may require them. Best wishes! Thanks again!

Nick Luchetti

3/19/2013

**Shalev Amar**

---

**From:** Melissa Goshkarian [REDACTED]  
**Sent:** Thursday, April 04, 2013 8:03 AM  
**To:** Shalev Amar  
**Subject:** Audi Settlement

Good Morning!

I received the settlement check from your office. Thank you very much for your professional representation! I will write a letter of recommendation about my positive experience and send to your office.

Thanks again!

Melissa Goshkarian

[REDACTED]  
602-540-7495

[REDACTED]  
mgoshkarian@gmail.com

4/4/2013

**Shalev Amar**

---

**From:** [REDACTED] on behalf of J K [REDACTED]  
**Sent:** Friday, April 26, 2013 11:44 AM  
**To:** Shalev Amar  
**Cc:** Me  
**Subject:** GMC settlement

Shalev:

I would like to express my appreciation to you personally and your firm for the representation applicable to the warranty nonconformities of the new vehicle I recently purchased.

I initially "naively" believed that the auto manufacturer would treat me fair and reasonably (and there was little advantage or need for legal representation). The check in my hand right now proves i was wrong!

In a matter of a few weeks with your representation, GM had increased its settlement offer almost ten fold. It is abundantly clear to me that it is foolish to believe that an individual can do this on their own. When i tried to "work" with the dealer and manufacture they repeatedly told me my expectations were unrealistic and that a few oil changes and an accessory coupon was more than fair compensation. I knew this was wrong and requested a nominal amount to compensate me for the 34 days and multiple attempts that GM tried to fix the problem. They denied my request and said it was their best and final offer.

Once Pryor, Ramirez, and Amar managed the communication, the auto manufacture became more flexible and fair. Its unfortunate that it takes potential litigation for the auto manufacture to treat its consumers fairly, but that is what was required in my case and frankly what appears to be the norm.

Thanks again.

Jerry Keating  
Paradise Valley, AZ

4/26/2013



May 2, 2013

Dear Mr Amar,

I received my check yesterday afternoon.

Thank you so much for all of your firm's your hard work and effort in getting the settlement with Chrysler regarding my 2010 PT Cruiser. I found your firm on the Internet and filled out the questionnaire. Within one day, I was contacted by you, Mr Amar, regarding my case. From that time on, everything became much easier.

I appreciate your letter in the beginning detailing your guidelines (6 rules) for handling my case. You were very exact and up front on what your fees were and how the fees would be handled when the case was resolved. I also appreciate your opinions on what a good and fair amount to expect would be as I had no idea what to expect. In other words, your thoroughness, your confidence and honesty, and your knowledgeable handling of my warranty claim was excellent and very professional. You were very pleasant to talk with by phone and email. I am so thankful for how quickly it was handled and that we did not have to go to court to get a settlement.

I will be very happy to recommend you and your firm to anyone who may have similar problems with their vehicles.

Sincerely,

Patricia Foreman

8/15/13  
~~8/15/13~~

Pryor, Ramirez & Omar, LLC  
Attorneys at Law

Dear Mr. Ramirez:

I want to thank you for representing me in my case against GMAC. I am very pleased with the prompt response and how you kept me informed in this matter. [REDACTED]

[REDACTED], I am very pleased with the outcome of this settlement. If I should know of someone in this same situation I will definitely refer them to your office.

Again thank you for your representation.

Sincerely

Tracy H. Urdave

## Shalev Amar

---

**From:** Nick Delgadillo [REDACTED]  
**Sent:** Tuesday, October 22, 2013 9:06 AM  
**To:** Shalev Amar  
**Subject:** Received

Hey Shalev,

[REDACTED] Thanks very much for you help with our case, it was handled professionally and with exceedingly minimal inconvenience on our part.

Very much appreciated.

- Nick

Nov, 15, 2013

Dear Mr. Amar:

I received the settlement check a few days ago. Thank you.

I appreciate the timely and professional service you provided in my case vs. the Mazda Automobile Co. My car is scheduled for its specific repair (PCM) next week. Hopefully, this will close the book on a very unpleasant experience!

In the future, I will be more than happy to refer your services to anyone that may need them. Again, thank you.

Respectfully,

Keith

## Shalev Amar

---

**From:** Conright, Judy [REDACTED]  
**Sent:** Friday, December 20, 2013 6:50 AM  
**To:** Shalev Amar  
**Subject:** Judy Conright - Check Arrived on Thursday Afternoon  
**Importance:** High

Thank you for your work on this. It has been a pleasure working with you.

Kind Regards -

Judy Conright | Executive Assistant|  
Brand Management & Member Services AND  
North American Development  
**Best Western International | Stay with people who care®**

[REDACTED]  
[REDACTED] Parkway | [REDACTED] | [REDACTED]

[REDACTED] | [REDACTED] | [REDACTED] | [REDACTED]

*Stay with people who care™*



Over 4,000 Hotels  
in More Than  
100 Countries and Territories  
Worldwide

[Learn More >](#)

**Shalev Amar**

---

**From:** CenturyLink Customer [REDACTED]

**Sent:** Sunday, March 30, 2014 5:40 PM

**To:** Shalev Amar

**Subject:** check

received your check. iwas very pleased with the representation that I received from your firm and would recommend you.

thank you

William warshauer

3/31/2014

## Shalev Amar

---

**From:** Michael McDonald [REDACTED]  
**Sent:** Monday, May 19, 2014 4:01 PM  
**To:** Shalev Amar  
**Cc:** Legal Assistant  
**Subject:** RE: GM Settlement Paperwork

Good Day Shalev,

Sending a note to let you know the settlement check from GM has arrived.

---

I would like to commend the law office of Pryor, Ramirez, and Amar. In particular Mr. Shalev Amar was very professional, knowledgeable, and patient in explaining the many facets of my Lemon Law case against General Motors (GM). He was diligent and pursued the GM claims department with fervor. Initially GM provided a low-ball offer which was unacceptable and Mr. Amar through his excellent negotiating skills was able to secure an acceptable offer. The process was handled in a timely manner and the settlement brought a measure of relief from a consumer's nightmare (dealing with big business). I highly recommend this law firm to handle your Lemon Law case.

---

Sincerely,  
Michael

Black Rose Etching

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]